massDOT Massachusetts Department of Transportation Rail & Transit Division

Massachusetts Bay Transportation Authority

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EP-4.4.2-1 Competence, Training & Awareness Procedure

Person responsible: ESMS Management Representative

Area of application: Cabot Maintenance Facility

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Revisions

Rev. No.	Date	Description
001		
002		

Recurring action items

Activity	Responsibility	Frequency
1. Develop and evaluate annual training plan.	ESMS Core Team	Annually
2. Provide training and refresher training as appropriate.	Facility Compliance Officers	Annually, as needed
3. Review personnel training program progress.	ESMS Core Team	Annually
4. Coordinate new employee awareness training with Human Resources.	Manager of Environmental Compliance	Monthly at HR New Hire Orientation

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EP-4.4.2-1 Competence, Training & Awareness Procedure

1.0 Purpose

1.1 The purpose of this procedure is to establish practices related to environmental *Competence, Training and Awareness* for the Massachusetts Bay Transportation Authority's Cabot Maintenance Facility.

2.0 Scope

2.1 This procedure is responsive to element 4.4.2, *Competence, Training and Awareness*, of the ISO 14001:2004 standard and covers operations of the Cabot Maintenance Facility.

2.2 This procedure pertains to all persons working for or on behalf of the Cabot Maintenance Facility and the decisions that will influence activities, products and services of the facility.

2.3 Persons working for or on behalf of the Cabot Maintenance Facility includes all full-time, part-time and casual employees employed at the Cabot Maintenance Facility as well as contract personnel working on behalf the MBTA or providing services.

2.4 The design and delivery of ESMS training programs will ensure that personnel have the required competencies to effectively carry out the tasks and responsibilities associated with job descriptions defined in **EP-4.4.1-1 Resources, Roles, and Responsibilities & Authority Procedure**.

3.0 Responsibility

3.1 The **ESMS Management Representative and Manager of Environmental Compliance** are responsible for developing and maintaining the **ED-4.4.2-3 Annual ESMS Training Plan**. The Annual ESMS Training Plan will ensure employee awareness, identify training needs, and maintain the training schedule. The training will be coordinated with the **Human Resources** (HR) department.

3.2 The **ESMS Management Representative**, the **ESMS Team** and the **HR department** are responsible for evaluating and updating the Annual ESMS Training Plan's: training materials and schedule at a minimum annually to ensure its continuing adequacy.

3.3 The **ESMS Team** will implement the Annual ESMS Training Plan by December 31st each year. The HR department is responsible for coordinating with Supervisors the scheduling and conducting of environmental training.

3.4 **Supervisors** shall determine competence for all employees whose jobs are associated with significant aspects. Only competent employees will be permitted to do work that is associated with significant aspects. When determining competence Supervisors shall consider factors such as training, education, experience and on the job observations.

3.5 The **HR departments** will maintain the training records for employees.

3.6 The **Purchasing department** along with the Contract Administration department will maintain records of qualification/competencies and training contacts for Massachusetts Bay Transportation Authority's contractors, suppliers and vendors.

4.0 Definitions

4.1 Refer to **EP-4.4.4-2 ESMS Related Definitions Procedure**

5.0 Process

5.1 **The Annual ESMS Training Plan will be divided into four categories:**

5.1.1 **General ESMS Awareness** - basic ESMS training including New Employee Orientation;

5.1.2 **Job-Specific ESMS Training** - Significant Aspects & Operational Control (Work Instructions);

5.1.3 **Emergency and Regulatory-Required Training** - Responders or personnel likely to be exposed to an emergency situation;

5.1.4 **Contractor ESMS Training –** for approved Emergency Response Contractors/Suppliers/Vendors.

5.2 **General ESMS Awareness**

5.2.1 The initial ESMS **General ESMS Awareness** training is given to all employees of the Cabot Maintenance Facility. The ESMS Management Representative and the Environmental department will coordinate and conduct the training.

5.2.2 New employees of the Cabot Maintenance Facility are given **General ESMS Awareness** training as part of the new employee orientation.

5.2.3 On going **General ESMS Awareness** training will be conducted according to the Annual ESMS Training Plan and will include training on the MBTA's:

a) *Environmental Management & Sustainability Policy;*
b) significant *Aspects* and environmental impacts of work activities;
c) relevant *Objectives, Targets and Programs*;
d) roles and responsibilities;
e) general ESMS performance;
f) environmental benefits of improved personal performance;
g) potential consequences of departure from operating procedures; and
h) emergency preparedness and response requirements.

5.3 **Job-Specific ESMS Training**

5.3.1 All employees whose work may create a significant impact on the environment must have the necessary skills, experience, and awareness to perform their duties in a manner that conforms to the *Environmental Management & Sustainability Policy*, Procedures and Work Instructions, under normal, abnormal and emergency working conditions.

5.3.2 **Job-Specific ESMS Training** for *Operational Control* (Work Instructions) is monitored and tracked by the ESMS Management Representative and coordinated with the Environmental department along with the HR department.

5.3.3 Supervisors will conduct **Job-Specific ESMS Training** on the pertinent Work Instructions for all employees under their supervision. The Supervisors will train their employees using

training subject matter and material approved and/or provided by the ESMS Management Representative. Supervisors will ensure that **Job-Specific ESMS Training** is effective and relevant for employees whose work may create a significant environmental impact.

5.3.4 Supervisors shall determine and schedule **Job-Specific ESMS Training** for their employees upon initial assignment, reassignment to new duties and responsibilities, assignment of new tasks, or annually as appropriate.

5.4 Emergency and Regulatory-Required Training

5.4.1 All employees who are directly involved in responding to an emergency situation or require regulatory training must have the necessary skills, experience, and awareness to carry out the environmental activity.

5.4.2 Employees who are directly involved in responding to an emergency situation or who are more apt to be exposed to an emergency situation, as identified in the **EP-4.4.7-1 Emergency Preparedness and Response Procedure**, will receive the necessary and required training per the specific emergency plans.

5.5 Contractor ESMS Training

5.5.1 Approved contractors, suppliers and vendors working on projects that involve significant environmental aspects on behalf of the Cabot Maintenance Facility will be briefed on the MBTA's ESMS; *Environmental Management & Sustainability Policy*; relevant *Objectives, Targets and Programs;* and appropriate Work Instructions. Contractor communication, briefings and training will be documented per **EP-4.4.6-2 Contractor Management Procedure**.

5.6 Competence

5.6.1 Supervisors will determine the competence of employees based upon their observation and evaluation of the employee's ability to carry out environmental management functions.

5.6.2 A review of the training programs should not be completed until the competencies of the employees, who completed the training program, can be adequately observed. Whenever possible, employee competencies will be evaluated in an on-the-job work setting.

5.6.3 As revisions and changes are required for ESMS procedures and Work Instructions, the ESMS Management Representative will revise the Annual ESMS Training Plan as necessary. Training on the revisions and changes will be directed by the ESMS Management Representative in an appropriate time frame.

5.6.4 Reassigned employees from other departments receive **Job-Specific ESMS Training** from the Supervisor as part of their new assignment if needed.

5.7 Training Records

5.7.1 All ESMS training for the Cabot Maintenance Facility's employees will be documented by

use of the **ED-4.4.2-2 (F) Training Sign-in Sheet**. The Supervisor conducting the training will forward the completed sign-in sheets to the ESMS Management Representative. The original sign-in sheets will be maintained by the ESMS Management Representative as ESMS records. Copies will be forwarded to the HR department for a complete employee training history record.

5.7.2 The ESMS Training records will be audited as per **EP-4.5.5-1 Internal Audit Procedure**.

6.0 References / Related Documents

6.1 Individual Employee Training Records are maintained by the HR department.

6.2 EP-4.4.7-1 Emergency Preparedness and Response Procedure

6.3 EP-4.4.1-1 Resources, Roles, Responsibilities & Authority Procedure

6.4 EP-4.4.6-4 Contractor Management Environmental Manual and Checklist

6.5 ED-4.4.2-2 (F) Training Sign-in Sheet

6.6 EP-4.5.5-1 Internal Audit Procedure *(To Be Developed Following Session 4)*

6.7 ED-4.4.2-3 Annual ESMS Training Plan